

# Create and Provision Miscellaneous Products

## Summary

This article provide a summary for Creating and Provisioning Miscellaneous Products in MachPanel.

## Applies To

This article applies to MachPanel build version 6 and above

## Creating Miscellaneous Products

Miscellaneous Product support feature allows you to add non hosting product which you only want to track for billing purposes. It can be any service or product which your company is offering to its clients. You will be able to take orders and do Billing, the Processing will be handled manually as well as **automatically** via MachPanel.

- To create a new service plan, navigate to the path: **Home >> Service Plans** and select **Misc.Products**.
- Click on **Add New Product** button from **Customer Product Listing** tab as shown in the snapshot below:

The screenshot displays the MachPanel interface for managing miscellaneous products. On the left, a sidebar lists various service plans, with 'Misc. Products' highlighted. The main content area shows the 'Customer Product Listing' tab, which includes an 'Operations' section with 'Add New Product' and 'Update Index' buttons. Below this is a table listing existing products, with one entry for 'Support Service (misc Product)'.

Status	Index	ID #	WHMCS Id	Products Name #	Total Sold	Date Created	Products Type #	Options
Enabled	0	14	0	Support Service (misc Product)	4	28/10/2019	Misc. Product	

## Provide Basic Information:

- Fill the form under **Basic Info** tab by selecting Product type, Product name &

## Create and Provision Miscellaneous Products

comments etc.

- o You can also restrict the use of a specific service plan by setting it as **Inactive**.
  - o You can select from the drop down list other options such as **Domain** and **Add-ons** association.
  - o You can also Enable /Disable product for Commission based resellers
- **Process this product automatically:** If checked, the misc product will be run automatically and you will NOT have to Run manually from Service Queue. Recommended for product that does not involve any manual setup.

Add New Product

Basic Info

Payment Cycles

Price Group

Upgrade/Downgrade

Associate Add-on

Product type:

Misc. Product

\*Product name:

DigiCert SSL Product

Is active:

Yes

Allow prorate:

Yes

Associate Add-on:

Optional

Associate domain:

Suppressed

Date:

09/03/2020

Enabled For Commission Reseller(s):

☐

Process this product automatically:

☒ Note: If checked, the misc product will be run automatically and you will not have to Run manually from Service Queue. Recommended for product that does not involve any manual setup.

- Provide Product comments with style and font. After that click on **Next** button.

## Defining Payment Cycles:

Select Payment Cycles and Payment Groups and click on **Next** button to proceed.

Add New Product

Basic Info

Payment Cycles

Price Group

Upgrade/Downgrade

Associate Add-on

Payment Cycles

Type to search

Selectable

Weekly

2 Weeks

3 Weeks

2 Months

Quarterly

Bi-Annual

Annual

>|

|<

>

<

Selected \*

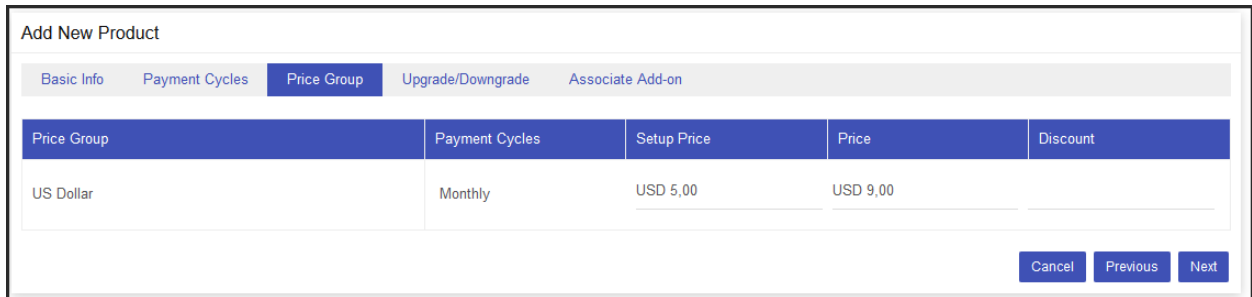
Monthly

## Create and Provision Miscellaneous Products



### Setup Price for Product:

Set a price for your product plan. Click on **Next** button when done.

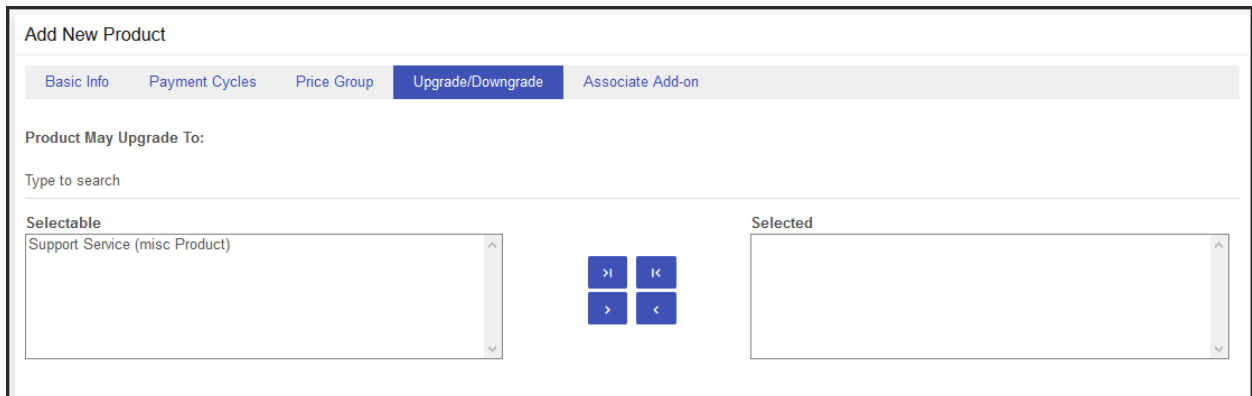


Price Group	Payment Cycles	Setup Price	Price	Discount
US Dollar	Monthly	USD 5,00	USD 9,00	

### Upgrade\Downgrade:

You can also upgrade\downgrade your existing product. See the following KB article for How to Upgrading a service plan, resources, creating and selling add-ons.

<http://kb.machsol.com/Knowledgebase/Article/50348>



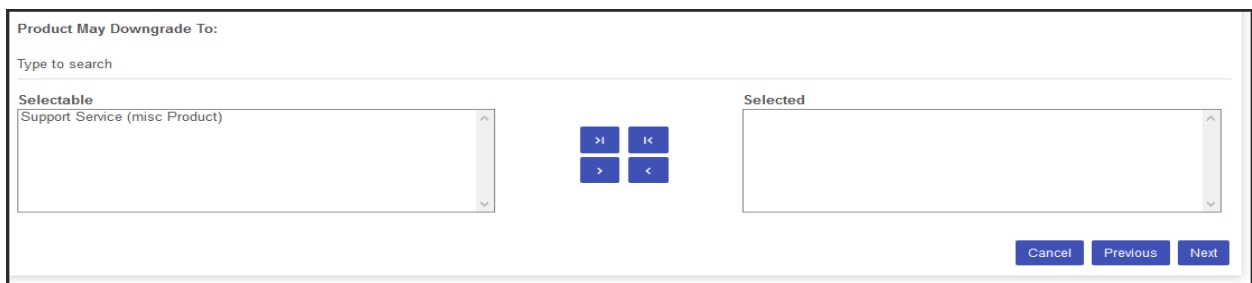
Product May Upgrade To:

Type to search

Selectable  
Support Service (misc Product)

>I I<  
> <

Selected



Product May Downgrade To:

Type to search

Selectable  
Support Service (misc Product)

>I I<  
> <

Selected

Cancel Previous Next

## Create and Provision Miscellaneous Products

### Associate Add-on:

You can associate add-ons in this step if any. See our KB article for [How to create and provision an Add-on](#).

The screenshot shows the 'Add New Product' form with the 'Associate Add-on' tab selected. The form has a search bar labeled 'Type to search'. Below it are two lists: 'Selectable' and 'Selected', each with a list box and a vertical scrollbar. Between the lists are four buttons: '>|', '<|', '>', and '<'. At the bottom right are three buttons: 'Cancel', 'Previous', and 'Finish'.

Click on **Finish** button to add a new product.

### Provisioning/Selling of Misc. Products

- Navigate to **Home » Customer Manager » Customers** and then click on **Subscribe Service** for the customer you want to subscribe a new service.

The screenshot shows the 'Customers List' page. At the top are links for 'Customers List' and 'Access Template'. Below is an 'Operations' section with buttons for 'New Customer', 'Export to Excel', and 'Import Customers'. A 'Search' bar is present. Below the search bar is a table with columns: 'Status', 'ID #', 'Name #', 'Company name #', and 'Owner #'. The first row shows 'Active', '1', 'Customer Demo', 'MachPanel Demo', and 'Host Admin (Provider)'. A context menu is open over the first row, showing options: 'Login', 'Subscribe Service' (highlighted in yellow), 'Suspend', and 'Delete'.

- Select the **Billing currency** which you selected while creating the service plan.
- Select Misc. Product as shown below:

The screenshot shows the 'Customer Information' form with the 'Add-on' tab selected. The form displays various add-on options: 'Active Directory', 'Domain Name', 'Shared Hosting', 'Dedicated Hosting', 'SSL Certificates', 'DigiCert SSL', and 'Misc. Product'. The 'Misc. Product' option is highlighted with a red box and a red arrow.



## Create and Provision Miscellaneous Products

- On the next page fill the required information and select the service plan from drop-down menu against **Package** and then click on **Shopping Cart**.

### Subscription

**Billing Currency:** US Dollar

Misc. Hosting Account Form

**Package:**

DigiCert SSL Product

x

1

**Package Description:**  
test

**Cycle:**

Monthly

**\*Setup Price:**

USD 5,00

**\*Price:**

USD 9,00

**Price Freezed:**

☐

Preview Bill

- On review page click on **Next**

### Shopping Cart

Package Type	Product	Price	Remove
Misc. Product	DigiCert SSL Product	USD 14,00	Remove

**Price:** USD 14,00

**Tax:** USD 0,00%

**Total:** USD 14,00

**Send subscription setup email:**

☒

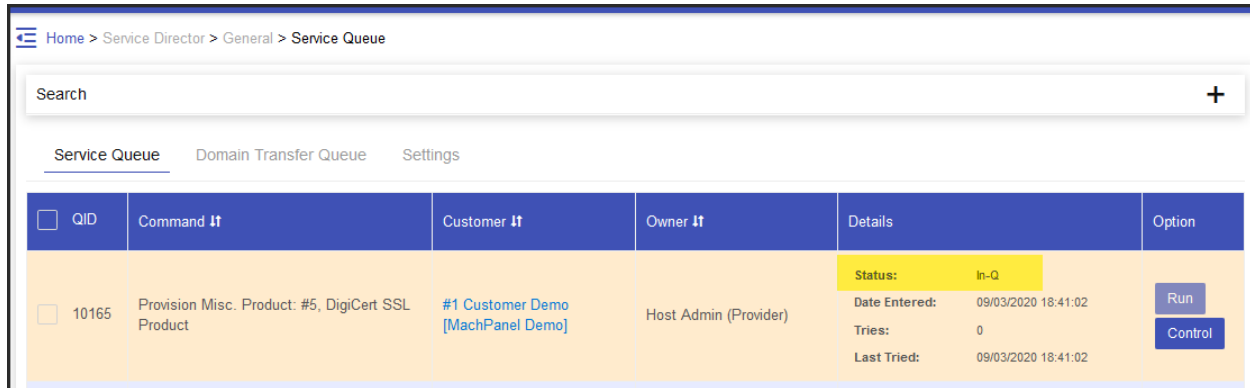
Next

Cancel

- Fill out the payment method and click on "**Generate**" against Transaction ID if the billing method is used from MachPanel also. Select the **Payment method** from the dropdown menu against Payment method. You can write order comments and billing comments also for new subscription.
- You can also choose **Payment later** option. Click on **Save** to save the new order.

## Create and Provision Miscellaneous Products

- Once the order has been saved it will go to the "Service Queue" for execution. You can see it's status as **In-Q** instead of **Manual**.



The screenshot shows the 'Service Queue' page in MachPanel. At the top, there is a breadcrumb trail: Home > Service Director > General > Service Queue. Below this is a search bar and three tabs: 'Service Queue' (selected), 'Domain Transfer Queue', and 'Settings'. The main content is a table with the following columns: QID, Command, Customer, Owner, Details, and Option. A single entry is visible with QID 10165, Command 'Provision Misc. Product: #5, DigiCert SSL Product', Customer '#1 Customer Demo [MachPanel Demo]', and Owner 'Host Admin (Provider)'. The 'Details' column for this entry shows 'Status: In-Q', 'Date Entered: 09/03/2020 18:41:02', 'Tries: 0', and 'Last Tried: 09/03/2020 18:41:02'. The 'Option' column contains 'Run' and 'Control' buttons.

Home > Service Director > General > Service Queue					
Search +					
Service Queue    Domain Transfer Queue    Settings					
<input type="checkbox"/> QID	Command ↑	Customer ↑	Owner ↑	Details	Option
<input type="checkbox"/> 10165	Provision Misc. Product: #5, DigiCert SSL Product	<a href="#">#1 Customer Demo</a> [MachPanel Demo]	Host Admin (Provider)	<b>Status:</b> In-Q <b>Date Entered:</b> 09/03/2020 18:41:02 <b>Tries:</b> 0 <b>Last Tried:</b> 09/03/2020 18:41:02	<button>Run</button> <button>Control</button>

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/55626/Create-and-Provision-Miscellaneo...>